MADERA COUNTY

COLLECTOR

DEFINITION

Under general supervision, to contact, interview, correspond with, and gather information from individuals for the collection of financial obligations owed to the County; to determine ability to pay and establish payment agreements; and to do related work as required.

SUPERVISION EXERCISED

Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

This is a journey-level class in the Revenue Services Division of the Auditor-Controller's Office. It is distinguished from the Revenue Services Technician class in that incumbents will primarily be assigned to caseloads, which require sophisticated collection methods. It is distinguished from the Revenue Services Officer class in that the latter may have technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Makes direct contact with individuals for the collection of financial obligations owed to the County; interviews individuals to determine available resources and assets; negotiates and establishes payment agreements; monitors payment agreements for compliance; maintains contact with individuals to follow-up on delinquent accounts; explains and processes documents to secure agreement to pay; interprets and explains laws, procedures, and regulations to the public; provides information to clients regarding the amount of debt and actions which may be taken to collect the debt; conducts investigations and evaluations of financial resources; utilizes a variety of skip-tracing tools in locating responsible persons who are avoiding detection; maintains records of delinquent accounts; may recommend legal action and post judgment executions; prepare correspondence, reports, contracts, and agreements; makes personal field contacts with individuals, agencies, or debtors.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Interviewing principles and techniques.
Skip tracing techniques.
Collection practices and procedures.
Principles and practices of data collection and report preparation.
Laws, Codes and Regulations related to the collection of delinquent accounts.
Basic mathematical principles.
Principles of business letter writing.
Modern office practices, methods, and computer equipment.

Skill to:

Operate modern office equipment including computer equipment.

Ability to:

Interview effectively.
Deal tactfully, fairly and firmly with clients.
Interpret, apply, and explain the policies, procedures, laws, codes, and regulations pertaining to assigned
    programs and functions.
Gather, analyze, and evaluate evidence, draw logical conclusions, and adopt an effective course of action.
Establish payment contracts within specified guidelines.
Prepare and file legal documents with the courts.
Compose clear and concise reports and correspondence.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the
    course of work.

Experience and Training Guidelines:
Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One (1) year of work experience comparable to that of a Revenue Services Technician with Madera County.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training or course work in accounting, business administration or a related field.

Special Requirements:
Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: December, 2006